

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor:	Hankejh et al.	Examiner:	Vu, V.
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Title of Invention:	Real Time Internet Communications System		

Seattle, Washington 98109
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TO THE COMMISSIONER FOR PATENTS
Washington, D.C. 20231

DECLARATION OF DON MOSCHBERGER UNDER RULE 131(b)

Don Moschberger declares:

1. I am over the age of 18, and competent to testify in this matter. I am not a co-inventor of the above invention, but I am a witness to its creation.

2. I remember that, prior to late 1996, when Damion Hankejh showed me a new way to do it, when my colleagues and I wanted to share or pass internet website links to other sites while we were engaged in a chat session with each other, what we had to do was literally write them out in the chat text, from which my colleagues that were logged on could copy the text link from their chat page on their own computer and paste it into the address bar of another browser application running simultaneously on their computer so as to cause that browser to navigate to that link address.

3. By at least the Fall of 1996, Damion Hankejh was explaining to me his vision for a browser leading function within a chat function that could be enabled by Java coding. He tested at least one prototype ^{Man - Java} in confidence with me and some of my colleagues at the American Foundation for AIDS Research (amfAR) in New York City, NY in the Fall of 1996. At around that same time, he explained to me that a chat function could be combined with a browser leading function, so that a chat participant, by entering a web address on a special address bar or the like

inside the chat environment and activating it, could lead all other chat participants' simultaneously running browsers to any location on the Web.

4. Also around the Fall of 1996, while he was working on developing a Web site for us at amfAR, where he learned about our peer-review professional advisory committees and our many funded grantee researchers, he explained how he realized that his browser leading chat session could serve as both a collaboration and educational tool and in a broader sense as a customer service and support tool for the then burgeoning e-commerce market. He showed me how he visualized that a chat session could be started, and virtually any number of people could log into that chat session, and then a designated chat leader could lead the browsers of the other chat members to anywhere on the web, including URL's within a website hosted by the chat leader himself and containing all the educational or collaboration materials that he wanted to share with his colleagues. And also how a customer service rep, while leading a chat session with an online customer, could lead the customer to web pages that would either show the customer what she had been looking for, or show her other information that would help her in her online shopping. I found it remarkable. Also part of what he explained was that a user could click on a unique hyperlink button on a Web site put there for the purpose of connecting the user via the hyperlink with a real-time chat dialogue with the live sales or service person. The service person could then answer questions in the chat and in the same session lead the user to any desired location on the Web.

5. From the Fall of 1996 to about August 1997, Damion continued to create and discuss in confidence with me new prototypes of the above advanced chat/browser applications that he told me he and his colleague Hoa Ton-That had developed during that same time. During that same time, Damion also continued to demonstrate them in confidence to me and my colleagues at amfAR in NYC

6. By the end of 1997 to January 1998, Damion was also explaining to me in NYC how a real time internet communications system like the Web would support a chat 'session' service, linked to a web site, to connect one or more support agents to at least one user. Damion told me he pictured that each agent could log in to the session service, while the user was browsing the website. He said that at some point the user could then click a hyperlink button on the website for assistance, and be thereby directed transparently to the session 'cloud' (a virtual queue for users) while the cloud would then notify the logged in agent that a user had made a request for assistance via the link. Damion explained to me that the cloud would also initiate a distribution routine whereby a java client application would be sent to the user's machine, so that when the agent responded to accept the call from the cloud, both the agent and the user would be placed into a session channel or chat specially formed by the java client on the user's machine and an appropriate server operatively connected to the website so that the agent and the user could collaborate.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the accompanying application or any patent issued thereon.

DATED

Don Moschberger 1/5/2001
DON MOSCHBERGER